



16 February 2006

Well-Being Survey

1. The well-being of our Soldiers, civilian employees, retirees, and family members is a combat multiplier and critical to our readiness. For this reason, it is important that the support services they receive are of the highest quality.
2. To measure the effectiveness of services provided by military communities and determine overall customer satisfaction, USAREUR, in coordination with IMA-EURO, will conduct a well-being survey from 17 February to 10 March 2006. Information gathered during the survey will be shared with participants and the agencies affected. This information will also be used as a baseline for improving services and overall quality of life throughout the Army in Europe. The survey will include questions about the following important topics:

Childcare and Youth Programs
Family Readiness
Financial Readiness
Healthcare

Recreation
Relocation
School and Education
Spouse Employment

3. The survey takes about 30 minutes to complete. Surveys and answer sheets are available at convenient places throughout the community, such as Army Community Service centers, fitness centers, libraries, and similar facilities, as well as from units that have been selected for the survey. Answer sheets must be returned to these facilities or to the administering unit for collection and forwarding. The USAREUR Modular Survey System website at <http://www.per.hqusareur.army.mil/umss/wbs.htm> provides more information.

- **Commanders and Leaders:** I ask you to aggressively support this survey throughout your organizations and communities. Use your communication channels to emphasize the importance of taking part. Maximum participation will help ensure our families receive the level and quality of services they deserve. Emphasize that this survey helps to capture their "vote."

- **Soldiers and Civilian Employees:** A select number of units and organizations have been asked to complete the survey. If your unit was not selected, you can still take part by contacting one of the agencies listed in paragraph 3.

- **Family Members:** In addition to the facilities indicated above, you may also participate through your family readiness group. Please take time to complete the survey and encourage neighbors, friends, and retirees who may not have heard about it to do the same.

4. I strongly encourage everyone to participate in this important survey. This is our opportunity to indicate our satisfaction with the communities we live in and rate the overall effectiveness of the services they provide.

DAVID D. McKIERNAN
General, USA
Commanding

McKIERNAN SENDS #6-06